



National Coproduction, Involvement & Engagement Plan 2022/25

YEAR 3 – Annual Plan

Action Plan


Coproduction, Involvement & Engagement (CIE) is central to the success of Adullam Homes and its work to help people gain the confidence, knowledge and skills to live independently.


It is based on the fact that no single individual or group is more important than any other individual or group.


The aim of the CIE strategy & action plan is to set out the direction of Adullam’s approach to ensure our tenants, residents and service users are at the heart of what we do, helping the Association meet our values, achieve our mission, improve our performance and shape our services giving tenants, residents, and service users an authentic voice. Working together for one another. Promoting transparency, fairness, equality, diversity, inclusion, reciprocity and respect.


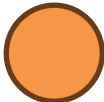
We have achieved some notable successes in coproduction winning a national award through Homeless Link, but there is more to do. This action plan underpins our CIE strategy setting out the next steps in our collective journey to continuously improve services to which Tenants, Residents & Service users access.

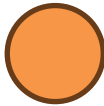
The action plan update sets out what we have achieved so far following the launch of our strategy in 2022, and what we need to do to continue on that journey.

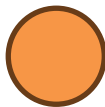
Theme	Objective	Actions	Milestones	Outcomes	RAG rating
Strategic objective	<p>CIE Strategy review & consultation</p> <p>Consult, establish and agree on CIE Year 3 action plan.</p>	<p>Deliver national CIE week in March 2024.</p> <p>Consult, engage and agree national and local offers, with subsequent performance measures for 2024/25.</p> <p>Improve links to governance, review and audit across all key strategic areas e.g. social value, stakeholders and VFM.</p>	<p>Date set and communicated for week commencing 11th March 2024.</p>	<p>Year 3 plan enhanced and agreed for delivery from 1 April 2024.</p> <p>New National and Local offers in place from 1 April 2024.</p>	




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Strategic objective	Governance structure	Agree and implement a suitable governance structure for CIE.	Carry forward into Year 3 of action plan	Governance flow chart to be agreed at board.	
	Increase the number of policies achieving the “kite” mark of approval.	Set a target for the establishment of scrutiny champions across the association.		Scrutiny champions role overview & panel terms of reference Scrutiny champions role consulted on with TRS and training packages established.	



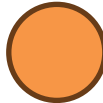

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Strategic objective	Develop the Adullam Golden pledge areas to maximise good practice, reporting, and scrutiny of performance.	Key performance measures linked to "golden pledges" and balanced scorecard will form the basis of reporting under the governance structure. From the agreed KPI areas an annual impact assessment will be reported.	Reporting measures and performance targets agreed with board / SLT / TRS. Accessible and reported to TRS. (locally, regionally & nationally)	Golden Pledges in place. Balanced scorecard KPI’s and reporting agreed. Website reporting to maximise accessibility and performance reporting. TSM survey	
	Enhance the TRS satisfaction experience and customer feedback mediums	Review the current options and touch points for satisfaction. How we engage and what methods/ platforms should be considered. Co-evaluate satisfaction data to improve our national and local offers. Implement internal audit recommendation	New website page identified/ launched. TRS survey additional areas to be identified and reported. Establish attendance of a scrutiny champion at the complaints and feedback working group	Monitor data received and contact made through forms submitted/analysis of website data. Website has “You said – We did” section for quarterly reporting Complete. Effective and	

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		for complaints & feedback by RSM. Incentivise entrance & exit survey responses to improve the number recorded.		operational pending addition of scrutiny champions to be recruited. Ongoing consultation	
Strategic objective	Monitor national training package on co-productions/its benefits and regulatory importance with appropriate materials, tool kit, and training annual plan.	Annual training offers bespoke to CIE strategy and regulatory requirements. (Staff and TRS)	Enhanced safeguarding measures and offer of peer support from scrutiny champions.	Training delivered by ASE March 2024 as part of national CIE week. New staff starters have CIE training as part of induction and PDP's.	
	RoSPA – Royal approved Health & Safety Training	Explore RoSPA courses formally recognised by a key independent on H&S	Enhanced H&S knowledge & Training for TRS scrutiny champions	Building Safety and RoSPA awards including Health and Safety Compliance.	
	Safeguarding TRS Training	Explore training package for all staff working in services specifically supporting girls on FGM and Child Exploitation			
Governance	CIE governance structure	The governance structure should agree/reflect the committees, meetings and forums for TRS attendance. The approach should be captured in the associations board delegated committee terms of reference.	Governance structure review and sign off scrutiny Champions Term of Reference. Recruit Tenant Board Members Q4 Regions to identify Scrutiny Champions to attend sub committees	Terms of reference agreed. Governance flow chart to be created. External validation through TPAS and audit plan for 24/25	

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Governance	Appoint TRS scrutiny champions in Q1-2	<p>Promote, advertise and identify TRS wishing to be a scrutiny champion.</p> <p>The TOR will determine how many needed at any one time.</p>	<p>JD drafted and ready for circulation.</p> <p>Consultation organised.</p> <p>Recruitment process determined.</p> <p>Adverts to go out linked to communications plan. Target 15 + new scrutiny champions across the association.</p> <p>Key 5 areas identified and reported on the website: Damp and Mould Performance, Repairs and Maintenance, Health and Building Safety, Handling Complaints & Safeguarding</p>	<p>Role JD/overview agreed and can be advertised.</p> <p>Expressions of interest received from TRS during Nov 2022 feedback survey.</p> <p>Advert went out in Birmingham TRS newsletter & Posters advertised at the Projects/Schemes 01/24</p> <p>Training Package for Staff & TRS developed on different ways of involving residents and specific training on how to carry out a scrutiny task. Q1</p>	

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Governance	Identify incentives to encourage TRS to become scrutiny champions.	Agree level of payment, nature of benefits, and suitable training.	<p>Excellent engagement levels achieved across services during national CIE week.</p> <p>Scrutiny Tasks: Digital Inclusion Policy, EDI Plan, Allocations &</p>	Final terms will be agreed with new established scrutiny champions panel in Q1.	

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			Letting Policy, Recharge Procedure, TRS Welcome Pack for new TRS Birmingham & Value for Money Policy. Q1&2		
Governance	Regionally “view point” groups and locally "Bright Ideas" group. Maximise engagement at all levels.	Establish and maintain groups. Capture innovative suggestions. Use ideas locally and nationally.	Scrutiny champions to take forward groups regionally. Attend Operations committee on a cyclical basis.	Driven by CIE strategy, training, Local & national offers, quarterly reporting and attendance at operations committee.	
Governance	To meet all requirements under the Ofsted regulation for children’s services.	Establish ‘Youth Champions’ Forum. Complete survey for ‘YP voice’. Recruit youth scrutiny champions.	Develop YP Services Improvement Plan using feedback from YP survey. Test plan with scrutiny champions. Achieve NCB quality standards for involving YP, engage through consultations and outreach to develop evidence base. Provide a platform at events to speak about experiences. Provide opportunities to develop skill and involvement in regional panels and at strategic level including YNCB Advisory Group.	Kitemark P&P’s. Develop support tools. Create YP section of Adullam website. Evidence to Ofsted	
Culture and DNA	Clearly meet business plan and regulatory requirements.	Embed CIE in the business plan and governance structure.	Quarterly review and updates to be introduced.	Established in Business plans for 24/25 Annual impact report	

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Resources	Identify funding, grants and additional resources for CIE work.	Included in budgeting discussions. Re allocation of welfare agreed expanded funds to engagement activities.	Work plan and funding area agreed with ASE/new business.	National lottery funding bid 24/25. Funding of national volunteer co-ordinator role.	
Resources	Identify additional staffing resources for CIE work.	Include in staffing resource discussions at budget setting.	New JD for TRS involvement officer	TRS involvement officer role included in budget discussion for 24/25	
Communications plan	Ensure new website promotes CIE.	<p>Create wireframe with sections/pages that can be used to promote CIE.</p> <p>Create content that promotes CIE.</p> <p>Update content on a rolling basis.</p> <p>Menu of options for TRS Involvement to be published on website.</p> <p>Create Comms Plan for TRS communication for Website</p>	<p>Ways to get involved roadmap on website as a download.</p> <p>Coproduction Week Review 2024 report – will be available on website as a download.</p> <p>Feedback page on website promotes involvement.</p>	<p>Ongoing activity with communications team</p> <p>Maximise impact and promotion across social media platforms.</p>	
Communications plan	Establish most effective ways of communicating with TRS.	Create TSM survey and distribute/promote using a range of channels/methods.	<p>Promote and distribute via text, email, QR code, poster, face-to-face discussion.</p> <p>Achieve national recognition of TSM Survey Pilot and deliver workshop at TPAS national conference involving TRS Scrutiny Champions Autumn 24.</p>	<p>Maximise opportunity for consultation, engagement and feedback.</p> <p>Report to regulator.</p> <p>Evidence findings and action to TRS and on website</p>	

<p>Communications plan</p>	<p>Include CIE information in TRS newsletters and availability on the association's website.</p> <p>Explore Recognition Awards for Adullam TRS and staff supporting TRS in area of CIE.</p>	<p>Use latest information to update website.</p> <p>Scrutiny champions include articles.</p> <p>Include in TRS newsletters.</p> <p>New Initiative Research categories for Supported Housing Awards in 2024</p>	<p>Promote and celebrate TRS involvement in TSM Survey Pilot and recruitment of scrutiny champions holding an internal event inviting stakeholders.</p> <p>Event to be held in September 2024, Q3.</p>	<p>Establish annual recognition and award event for TRS.</p>	